

ORIGINAL

RECEIVED

THEODORE P. KOVALEFF  
454 RIVERSIDE DRIVE  
NEW YORK CITY, NY 10027

RECEIVED

FEB - 7 2000

FEDERAL TRADE COMMISSION  
OFFICE OF THE SECRETARY

DEC 17 12 15 PM '99

December 13, 1999

William Kennard,  
Chairman  
Federal Trade Commission  
445 - 12 Street SW  
Room 8-B-201-H  
Washington, DC 20554

EX PARTE OR LATE FILED

CC DOCKET NO. 99-333

Greetings:

I am delighted to read that there is opposition to the Sprint-MCI merger plans. Tom Krattenmaker is to be commended for his research.

It is apparent that already, the arrogance of bigness has become standard operating procedure for MCI-Worldcom. As is evident from the enclosed copies, if I am the norm, the complaints of small users are being glossed over and ignored.

I write this not because the amount in question is that significant, but rather to ensure that others are not similarly victimized. Only where there is true competition is the consumer safe. With a duopoly in the field, no matter how many minor players there may be, pricing and servicing will not be rigorous. The loser will be the consumer. This is to place my opposition to the merger on the record.

Should you or a member of your staff wish further information or want to discuss the matter, I can be reached during regular work hours at 212.832.4285.

Sincerely,

  
Theodore P. Kovaleff

No. of Copies rec'd  
List ABCDE

041

**THEODORE P. KOVALEFF**  
**454 RIVERSIDE DRIVE**  
**NEW YORK CITY, NY 10027-6845**

**AUGUST 30, 1999**

MCI WorldCom  
Box 4600  
Iowa City, IA 52244

Greetings:

RE Acc # 1J366664  
Telephone 212 749 2251  
Statement 8-13-99

We are in receipt of the above cited statement and find that there is an egregious error in billing. On July 25, 1999, I called my wife in New Liskerd, Ontario, and spoke to her for no more than ten minutes. Somehow we were charged for 42 minutes.

Clearly there must have been an error in your timing. Please correct and send details.

In advance, thank you for your attention to this matter.

Sincerely,

Theodore P. Kovaleff

*10/21/99  
FDNW up -  
Why no answer?*

NANCY SHEPARD  
THEODORE KOVALEFF  
454 RIVERSIDE DR APT 7B  
NEW YORK, NY 10027-6853



November 8, 1999  
Telephone Number: 212-749-2251  
Account Number: 1J366664

**Your Account at Your Fingertips!**

Manage your account with MCI  
WorldCom's Online Account Manager  
[www.mci.com/service](http://www.mci.com/service)

Dear Nancy Shepard:

Thank you for your recent MCI WorldCom<sup>SM</sup> request.

After a thorough investigation, we have determined that the disputed charges are legitimate and therefore no credit is warranted at this time.

Save time and money with MCI WorldCom's alternative payment options. Pay your bill by credit card or through direct debit. Visit MCI WorldCom's Online Account Manager at [www.mci.com/service](http://www.mci.com/service) or call Customer Service to find out more.

If you have any questions, MCI WorldCom's Online Account Manager is the most convenient way to service your account. View your statement, add or change services, update your account information and more. Go online today at [www.mci.com/service](http://www.mci.com/service) or call Customer Service toll-free at 1 800 444-3333, 24 hours a day, 7 days a week.

Sincerely,

MCI WorldCom Customer Service

THEODORE P. KOVALEFF  
454 RIVERSIDE DRIVE  
NEW YORK CITY, NY 10027-6845

November 15, 1999

Bert C. Roberts, jr.,  
MCI Worldcom  
500 Clinton Center DR  
Clinton, Ms, 39056

Greetings:

As you know, I wrote to you on 11-3-99 concerning a dispute about a long distance billing.

The enclosed boiler plate response is totally unsatisfactory.

I will not let this matter drop. Even after I sever my business relationship with you, I will continue to seek redress and to ensure that others are not similarly victimized.

Sincerely,

Theodore P. Kovaleff

**Theodore P. Kovaleff**  
**454 Riverside Drive**  
**New York City, NY 10027**

November 3, 1999

Bert C. Roberts, jr.  
MCI Worldcom, Inc.  
500 Clinton Center Drive  
Clinton, MS 39056

Greetings:

Enclosed, please find copies constituting a most unsatisfactory record of interaction with our company. Note I use "our" as we own a significant position in WCOM.

As you can first we had to followup because, we had received no answer. We then received a boiler plate response that by including an offer which we already used, clearly demonstrated that you had done nothing whatsoever.

I then called the number given in the letter and was told to fax a letter disputing the matter. Given the previous record, I am writing to you expecting that you will facilitate a timely and satisfactory response. Absent that, we shall be forced to seek another more consumer friendly carrier.

Should you wish to discuss the matter during regular working hours, I can be reached at 212.832.4285.

Sincerely,

Theodore. P. Kovaleff

NANCY SHEPARD  
THEODORE KOVALEFF  
454 RIVERSIDE DR APT 7B  
NEW YORK, NY 10027-6853



October 13, 1999  
Telephone Number: 212-749-2251  
Account Number: 1J366664

**Your Account at Your Fingertips!**

Manage your account with MCI  
WorldCom's Online Account Manager  
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Dear Nancy Shepard:

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If you have any questions, MCI WorldCom's Online Account Manager is the most convenient way to service your account. View your statement, add or change services, update your account information and more. Go online today at [www.mci.com/service](http://www.mci.com/service) or call Customer Service toll-free at 1 800 444-3333, 24 hours a day, 7 days a week.

Sincerely,

*Charlene Kirk*

Charlene Kirk  
MCI WorldCom Customer Service

*Card.*  
*Int - dispute*  
*800 - 366 - 3122*

MCI WorldCom Account: 1J366664  
Telephone: 212 749-2251

Statement Date  
August 13, 1999

 Customer Service: 1 800 889-1566

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### International Long Distance

Calls from 212 749-2251:

Date	Time	Place	Number	Rate	Min	Amount
Jul 25	5:40p	Newliskerd, ON	705 647-8711	Dscnt	42	27.71
Total Calls from 212 749-2251						\$27.71

Total International Long Distance **\$27.71**

### Taxes and Surcharges

#### Long Distance Service

Federal Excise Tax .....	\$2.01
State & Local Taxes .....	\$1.01
Federal, State & Local Surcharges .....	\$3.38
National Access Fee .....	\$1.46
Federal Universal Service Fee .....	\$3.60

In 1998, MCI WorldCom<sup>SM</sup> began assessing a monthly fee relating to costs associated with accessing local telephone company networks. Due to an increase in these costs, MCI WorldCom's National Access Fee will change to \$1.46 per month beginning August 1, 1999.

Total Taxes and Surcharges **\$11.46**

### Key to Rate Codes:

Peak = Call priced at Peak rate  
Dscnt = Call Priced at Discount Rate  
5cent = 5 cent Rate  
Ofpk = Call priced at Off Peak rate

### For Your Information ...

ENSURE YOU KEEP YOUR MCI WORLD.COM BENEFITS!  
Simply call your local phone company today and request that your local toll and long distance service not be switched to another company without your verbal or written authorization.

Take a look at any enclosed special value offers just for MCI WorldCom<sup>SM</sup> customers.



End of Invoice.  
Thank You for Choosing MCI WorldCom.